

**August 18, 2014**

# **UIA UPDATES**

## ***Frequently Asked Questions from Customers***

**Q I disagree with the decision that I received. How do I protest or appeal?**

**A** If you disagree with the determination or redetermination and wish to protest or appeal, you must do so in writing through the mail at UIA, PO Box 169, Grand Rapids, MI 49501; by fax at 517-636-0427, or online through your MiWAM account at [www.michigan.gov/uia](http://www.michigan.gov/uia). If mailing in your protest, be sure to include your name and case number, or Letter ID, and make sure you sign the protest. Be sure to clearly state the reason for disagreeing with the decision. File your protest using Form UIA 1706, which you can find at [www.michigan.gov/uia](http://www.michigan.gov/uia). The determination or redetermination becomes final unless your protest is received by UIA no later than 30 calendar days from the mail date shown on the determination. To protect your rights, continue to report for benefits with MARVIN or online through MiWAM. For instructions on how to sign up for a MiWAM Account, visit [www.michigan.gov/uia](http://www.michigan.gov/uia). Click on MiWAM Toolkit for Claimants.

**Q Why didn't I get paid?**

**A** There may be several reasons why a claim hasn't been paid. For example, the UIA may need to make a decision on your claim before releasing benefits. While we try to issue decisions in a timely manner, some cases require additional investigation and evaluation. Please contact us online through your MiWAM account to get information about your specific case. Don't forget to continue to report for benefits using MARVIN by phone at 1-88-638-3993 or online through MiWAM at [michigan.gov/uia](http://michigan.gov/uia).

**Q I'm having trouble with my MiWAM password. How can I get help?**

**A** From the log in page, click on "Having trouble logging in?" A social security number and date of birth are required to retrieve your username. You will not be allowed to continue if the information is not provided. Once you have been identified, you will be allowed to reset your password. If you are still having trouble resetting your password, contact MiWAM Technical Support at [MiWAMSupport@michigan.gov](mailto:MiWAMSupport@michigan.gov) or call (313) 456-2188 Monday through Friday from 8:00 a.m. to 5:00 p.m.

**Q I registered for work online with Pure Michigan Talent Connect. Do I still have to go to a Michigan Works office?**

**A** Even if you register for work online, you must also report in person to a Michigan Works! Association (MWA) service center at least three business days before your first report for benefits to MARVIN or through MiWAM. MWA staff will validate your registration for the UIA, and verify that you have registered for work. Failure to register may prevent the payment of your benefits.

**[www.michigan.gov/uia](http://www.michigan.gov/uia)**



LARA is an equal opportunity employer/program.  
Auxiliary aids, services and other reasonable accommodations are  
available upon request to individuals with disabilities.  
State of Michigan, Department of Licensing and Regulatory Affairs,  
Unemployment Insurance Agency





# ***Sign up for MiWAM!***

**You can manage your own UIA account online  
with the Michigan Web Account Manager (MiWAM)**

- 1** Visit [www.michigan.gov/uia](http://www.michigan.gov/uia)
- 2** Click on Michigan Web Account Manager for claimants and employers
- 3** Create your online account
- 4** Begin managing your account!

***For step by step instructions on how to use MiWAM,  
click on MiWAM Toolkit for Claimants***